



UNITED STATES MISSION -BOGOTA

# VACANCY ANNOUNCEMENT



No. 004

**Job Vacancy**

January 9, 2004

**OPEN TO:** All Interested Candidates

**POSITION:** **COMPUTER MANAGEMENT ASSISTANT**

**CLOSING DATE:** **Tuesday, January 27, 2004**

**WORK HOURS:** Full time; 40 hours/week

**SALARY:** FSN/MOH/OR - LCP/FSN-8  
EFM/NOR - FP Scale = FP-6

Ordinarily Residents (OR), U.S. Citizens and U.S. legal permanent residents are subject to both Colombian labor and tax law and U.S. Federal taxes and FICA contributions. In addition, all applicants who are not the family members of USG employees officially assigned to Post and under Chief of Mission authority must be residing in country and have the required work and/or residency permits to be eligible for consideration. Applicant must attach a copy of work and/or residency permit.

**“Applicants must be residing in Colombia at the time of application in order to be considered for employment. Only exception being: EFM’s and Members of Household, who can apply as soon as the sponsor has orders assigning him or her to Embassy Bogota”.**

## TO APPLY

If you meet all the requirements for this position, please submit the following items not later than the closing date.

- US Citizens must submit an application for Federal Employment (SF-171, OF-612) or a current resume.

- Colombian Citizens (FSN) must submit a Foreign National Employment application form.

**Applicants may attach copies of any other documentation (e.g. essays, certificates, awards, degrees earned) that addresses the qualification requirements of the position as listed below.**

**Colombian Citizens may request an application form at the Embassy receptionist or you may print it out by accessing the Embassy web page: <http://usembassy.state.gov/Colombia> under "La Embajada" > "La Oficina de Recursos Humanos".**

## **SUBMIT APPLICATION TO**

American Embassy  
Human Resources Office  
Attention: Recruitment Unit  
Diagonal 22D Bis No. 47-51

- Embassy employees must submit the employment application to the Human Resources Office receptionist.
- Outside applicants must submit the employment application to the Embassy receptionist.
- Eligible Family Members (EFM) not yet residing at post may submit applications via fax (57-1) 383-2088. **All other applicants must submit applications by hand – faxes will not be considered.**

**APPLICATIONS WILL NOT BE RETURNED. APPLICANTS SHOULD KEEP A COPY FOR THEIR FILES TO APPLY FOR UPCOMING VACANCIES.**

## **PROFILE OF THE POSITION**

The U.S. Embassy in Bogota is seeking an individual for the position of Computer Management Assistant in the Consular Section.

## **BASIC FUNCTION OF POSITION**

Maintain the Consular Computer systems and provide training to Consular Section officers and LESs on both the consular systems and on other programs. Develop and maintain databases and other programs to meet the needs of consular operations. Act as liaison with the Consular Systems Division of CA and

Embassy IMO to solve problems. Oversee computer equipment inventory.

## **MAJOR DUTIES AND RESPONSIBILITIES**

### Training of Consular staff members

Incumbent will be responsible for needed computer training of all consular staff members including NIV (15 officers and 30 LESs), IV (3 officers and 9 LESs), ACS (2 officers and 4 LESs), AFU (2 officers and 3 LESs) and the CG (1 officer and 1 LES). The training will include instruction in the basic consular systems particular to each Unit and other consular applications such as inserts, as well as training as necessary in MS Word, Excel, Access, Power Point, Outlook and other applications useful in day-to-day operations. Incumbent will also provide Internet and Intranet training as needed.

### Creation and Maintenance of Equipment and Special Computer Programs

Incumbent will keep computer equipment in good condition, including maintenance on printers and troubleshooting other hardware problems. Incumbent will work with officers and LES staff members to evaluate the needs for special software programs to assist with case processing, and will develop programs to meet these needs. Incumbent will maintain special programs already in use such as the Congressional database, the fraud database, the early appointment database, etc. Incumbent will work with users to modify and improve the databases as needed. Also, incumbent will assure that all computers have necessary and up-to-date applications installed.

### Problem Solver for Equipment Malfunctions

Incumbent will assist officers and LESs in overcoming technical problems that arise, including difficulties with both hardware and software. Incumbent will coordinate with CA/EX/CSD whenever problems arise with the servers, the parser, the TC line, or other hardware, as necessary. Incumbent will correct minor program glitches that arise from time to time in both consular programs and particular databases.

### Liaison with CAJEX/CSD

Incumbent will work closely with CA/EX/CSD to ensure that he/she has a thorough understanding of all consular programs (e.g., NIV, IV, DV, ACS, ACRS, Parser, PBNC database) and will work with CA/EX/CSD to address and correct problems in these programs. Incumbent will be responsible for receiving and installing program updates from CA/EX/CSD.

### Inventory and Storage of Equipment

Incumbent will maintain an inventory of all consular computer items including PCs, monitors, printers, cameras and software programs, as well as other consular equipment such as scanners and microphones. Incumbent will coordinate the reception and installation of new equipment as well as the disposal of old equipment according to CA guidelines. Incumbent will be

responsible for drafting equipment request cables and verification cables for equipment received.

#### Liaison with IMO

Incumbent will work with the IMO to solve any consular computer issues that relate to embassy operations as a whole. Incumbent will also assist the IMO if emergency situations arise outside the Consular Section require help.

### **MINIMUM QUALIFICATIONS**

**NOTE: All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.**

- a. Education: Degree in computer science or related computer field.  
A+ Certified Microsoft Certified Professional Certification.
- b. Prior Work Experience: Three to five years computer systems applications work required.
- c. Post Entry Training: Will be trained in post-specific applications, including NIV, IV, ACS, and all post-created applications
- d. Language Proficiency: List both English and Spanish by level and specialization. Level III English required, Level III Spanish required,
- e. Knowledge: Excellent working knowledge of computers and software packages including MS Word, Excel, PowerPoint, and Access.
- f. Skills and Abilities: Ability to communicate and impart information in a teaching environment. Ability to work independently.

### **DESIRED QUALIFICATIONS BUT NOT REQUIRED**

Language Proficiency: Both English and Spanish level IV preferred

### **ADDITIONAL SELECTION CRITERIA**

- 1. Management will consider nepotism/conflict of interest, budget and residency status in determining successful candidacy.
- 2. Current employees serving a probationary period are not eligible to apply.

3. EFMs who currently hold a PIT/FMA appointment are ineligible to apply for advertised positions within the first 90 calendar days of that appointment.

#### **DEFINITIONS:**

1. **Eligible Family Member (EFM):** US Citizen spouse or US Citizen child as referred to in 6 FAM 111.3, paragraph R, (1) who is at least age 18, and who, in either case, is on the travel orders of a US citizen Foreign or Civil service employee or military service member permanently assigned to or stationed at a US Foreign Service post or establishment abroad and under Chief of Mission authority.
2. **Member of Household (MOH):** Foreign born spouses, dependent children, unmarried partners of the same and opposite sex, parents, other relatives or adult children declared to the Chief of Mission who fall outside the Department's current legal and statutory definition of EFM.
3. **Ordinarily Resident (OR):** A citizen of the host country or a citizen of another country who has shifted the main residency focus to the host country and has the required work and/or residency permit for employment in country.
4. **Not-Ordinarily Resident (NOR):** Typically NORs are US citizen EFMs and family members of FS, GS, and Military Personnel who are on the travel orders and under Chief of Mission authority, or other personnel having diplomatic privileges and immunities.
5. **Foreign Service National (FSN):** A citizen of the host country.

**APPLICATIONS MUST BE RECEIVED IN THE HUMAN RESOURCES OFFICE  
OR EMBASSY RECEPTIONIST BY: 01/27/04**

**DISTRIBUTION: "BB"**

VSDOCsdoc: COMPUTER MANAGEMENT ASSISTANT – CON